

FOR IMMEDIATE RELEASE

Community Mediation Services Announces MI-Resolve Online Mediation Program

Online service helps residents solve disputes without going to court

Northern, MI, August 7, 2019 – Community Mediation Services, today announced the availability of MI-Resolve, an online service that provides a free, quick, and easy way of resolving disputes that are typically filed as small claims or landlord-tenant cases in the district court. Developed with the support of the Michigan Supreme Court, the pilot project is one of the first of its kind in the nation.

“We are excited about the MI-Resolve service because people who are busy with work or children can benefit from mediation on their own schedule,” said Annette Wells, Executive Director of CMS.

“Making court services more accessible means opening both real and virtual courtroom doors,” said Chief Justice Bridget M. McCormack. “With the help of groundbreaking services such as MI-Resolve, Michigan is a national leader in boosting access to justice online.”

Through MI-Resolve, parties can resolve their disputes online with or without the help of a trained neutral person, known as a mediator. The mediator works to help parties identify a solution to a dispute that best works for them; the system walks the parties through the steps to reach a resolution.

Anyone who wishes to use the MI-Resolve service must:

- Live, work, or have a dispute in one of the counties identified in blue on this [map](#). (Note: Those who do not live or work in one of these counties or who don’t have a dispute that arose in these counties can still use other forms of dispute resolution, which can be found [here](#).)
- Have access to the internet and have an active email address.
- Agree to the terms listed in the Agreement to Mediate.
- Must be over the age of 18.

Individuals do not need to have a case filed in court to use this service, but if they do have a case pending in court, they can still use this service to try to reach a settlement before a hearing or trial date. Currently, there is no fee to use the MI-Resolve service.

Some of the types of cases addressed:

- Claims alleging that money is owed (typically small claims and general civil cases in district court)
- Contract disputes
- Neighborhood disputes
- Landlord-tenant matters (such as rent owed and repairs, but not eviction proceedings)

For more information, visit www.courts.mi.gov/MIResolve.

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